

Quality Assurance Surveillance Plan

Ready Reserve Force (RRF) Ship Manager Services

Maritime Administration

**Draft Version 2.0
21 February 2004**

Introduction: The Quality Assurance Surveillance Plan (QASP) describes the performance measurements and methods that Maritime Administration Reviewing Officials will use to assess the Contractor's ability to meet the requirements and objectives of the RRF Ship Manager Services contract. The following pages describe the performance goals and objectives, standards, acceptable quality levels and method/frequency of inspection that will be used by the Government to fairly and consistently judge the Contractor's performance of Ship Manager Services.

1 Performance Goal: Responsive and High-Quality of Fleet Maintenance Requirements

Performance Element 1-1: Preventative Maintenance Plan (PMP) Development and Maintenance				
Objective 1: The Phase M and O PMPs are high quality, complete and assure RRF maintenance programs and processes will meet readiness, activation and operational requirements.				
Standard: PMPs for Phase M and O accurately and completely list relevant equipment and systems, maintenance actions, regulatory requirements and applicable schedules. The PMPs are consistent with industry best practices and applicable regulations.			Acceptable Quality Level (AQL): No more than two Deficiency Reports (DRs) assessed by Reviewing Official based on comprehensive evaluation of initial and updated PMPs.	
Reviewing Official: COTR		Method of Inspection: Comprehensive review and assessment of initial and updated PMPs for Phases M and O.		
Frequency of Inspection: Initial submission, semi-annually thereafter, and when updates are submitted by Ship Manager.				
Statement of Work Reference: C.2.3		Other Applicable References: CDRL: AXXX (M) CDRL: AXXX (O) MLSS; Ship Technical Manuals; Ship Operating Manuals; Applicable Regulatory Rules, Regulations and MOUs		
Rating:		0 Unsat	1 Below Standard	2 Meets Standard
				3 Exceeds Standard
Criticality: HIGH				
Rationale/Comments (no comments required for "Meets Standard"): 1.				

Performance Element 1-2: PMP Execution				
Objective 1: Ship Manager is effectively and efficiently executing the PMP and successfully achieving readiness, activation and operational requirements.				
Standard: Ship Manager executes ship maintenance according to the PMP. Ship Manager properly logs completion of each PMP element, and records deficiencies and non-routine items into the machinery history database.			Acceptable Quality Level (AQL): There is no more than one unjustified maintenance action, which must be accomplished in a month. No repetition of the same unjustified maintenance action over a one-year period. (note: Reviewing Official determines proper or improper justification by Ship Manager)	
Reviewing Official: COTR		Method of Inspection: COTR review of machine history database Visual inspection of equipment and systems during ship visits by COTR		
Frequency of Inspection: Weekly reviews of machine history database and periodic COTR vessel visits (note: COTR shall conduct visual inspection of vessel at least monthly)				
Statement of Work Reference: C.2.3.1.1		Other Applicable References: CDRL: AXXX (M) CDRL: AXXX (O) MLSS; Ship Technical Manuals; Ship Operating Manuals; Applicable Regulatory Rules, Regulations and MOUs		
Rating:		0 Unsat	1 Below Standard	2 Meets Standard
				3 Exceeds Standard
Criticality: HIGH				
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Element 1-3: Regulatory Body Classification/Certification.				
Objective 1: Regulatory body surveys and inspections are compliant and current. Outstanding deficiencies levied by regulatory bodies are being resolved in a timely manner. Changes or additions to regulatory body requirements identified in a timely manner and a written proposal on how to comply with the changed/added requirement submitted to the COTR.				
Standard: Ship Manager is compliant and current with required surveys and inspections and resolves outstanding requirements and 835s in a timely manner.			Acceptable Quality Level (AQL): No overdue surveys and inspections and no delinquent outstanding requirements or 835s. Changes or additions to regulatory body requirements identified and a written proposal submitted to COTR within 30 days of adoption of the change/addition by the regulatory body."	
Reviewing Official: COTR		Method of Inspection: COTR review of ABS SAFENET, RMS database, and USCG COI and Bridge Record Card.		
Frequency of Inspection: COTR discretion but at least monthly				
Statement of Work Reference: C.2.1		Other Applicable References: Certificate of Inspection (Blue Book) ABS SAFENET RMS USCG Bridge Record Card		
Rating:		0 Unsat	1 Below Standard	2 Meets Standard
				3 Exceeds Standard
Criticality: HIGH				
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Element 1-4: Readiness of the Vessel.				
Objective 1: The vessel is capable of being activated within its assigned readiness period and can sustain 180-day operations.				
Standard: Vessel must always meet scheduled C-1, C-2 readiness requirements (Phase M). Vessel must maintain 99% operational reliability over 180-days (Phase O).			Acceptable Quality Level (AQL): Vessel must always meet scheduled C-1, C-2 readiness requirements and 99% operational status and there are no incidences where the Ship Manager inaccurately reports the readiness status of the ship	
Reviewing Official: COTR		Method of Inspection: Review of Ship Manager's Report (CDRL AXXX) Review of Casualty Reports (CDRL AXXX) Visual inspection of ship by COTR		
Frequency of Inspection: Upon receipt of CDRLs and upon discovery during COTR inspections				
Statement of Work Reference: C.2.2.4, C.2.2.5.1, C.3.3.1			Other Applicable References: - NONE -	
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Element 1-5: Program Management Performance				
Objective 1: Program management is ensuring adequate availability and continuity of services and resources.				
Standard: Program management is ensuring adequate availability and continuity of services and resources in accordance with SOW C.2, C.6.3 and consistent with the initial and updates to the Business Plan.			Acceptable Quality Level (AQL): COTR review indicates Program Management is reasonably and responsively executing the initial and updates to the Business Plan. ACO review indicates SM is following its approved commercial purchasing procedures and no significant deficiencies are identified during on-site contract audits.	
Reviewing Official: COTR, ACO		Method of Inspection: COTR/ACO review of the RMS database, contract audits, visual inspection of the ship by the COTR, and other relevant data		
Frequency of Inspection: Frequent, at the discretion of COTR/ACO, with formal quarterly review.				
Statement of Work Reference: C.2, C.6.3			Other Applicable References: CDRL AXXX (Business Plan)	
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"):				
1.				

Performance Element 1-6: Quality and Completeness of Business Plan (M&R Work Plan)				
Objective 1: The Business Plan ensures the accurate and responsive correction of deficiencies and completion of emerging work.				
Standard: Ship Manager's Business Plan accurately and completely lists all known deficiencies and allows for the correction of emerging work, in accordance with SOW C.2.4, in a cost effective and timely manner		Acceptable Quality Level (AQL): COTR review indicates the Business Plan complies with C.2.4 and lists all known deficiencies; allows for the correction of emerging work; accurately provides cost estimates, materials and resources; and supplies comprehensive and appropriate schedules for completion/resolution of M&R deficiencies.		
Reviewing Official: COTR, SMS, SOMO		Method of Inspection: COTR review and assessment of the Business Plan as submitted under contract CDRL AXXX		
Frequency of Inspection: Initial submission, semi-annually thereafter, and when updates are submitted by the Ship Manager				
Statement of Work Reference: C.2.4		Other Applicable References: CDRL AXXX RMS; MLSS; Ship Technical Manuals; Ship Operating Manuals; Applicable Regulatory Rules, Regulations and MOUs		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Element 1-7: Quality of Ship Manager's Execution of the Business Plan (M&R Work Plan)				
Objective 1: Ship Manager is effectively and efficiently executing the Business Plan.				
Standard: Efficient and effective execution of the Business Plan in accordance with SOW C.6.4		Acceptable Quality Level (AQL): No overrun of total M&R budget for government fiscal year. No incidences where repair item execution impacts scheduled readiness. All work is completed in a satisfactory manner.		
Reviewing Official: COTR		Method of Inspection: COTR review of RMS, including machine history, cost database and invoices Visual inspection of equipment and systems during ship visits by COTR		
Frequency of Inspection: Weekly reviews of RMS and periodic COTR vessel visits (note: COTR shall conduct visual inspection of vessel at least monthly)				
Statement of Work Reference: C.6.4		Other Applicable References: CDRL AXXX RMS; MLSS; Ship Technical Manuals; Ship Operating Manuals; Applicable Regulatory Rules, Regulations and MOUs		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"): 1.				

2 Performance Goal 2: Successfully Perform and Support Core RRF Requirements (Activation/ Operation/ Deactivation/Logistics)

Performance Element 2-1: Quality of Vessel Activation and Deactivation																				
Objective 1: The vessel activates and deactivates in accordance with mission requirements.																				
Standard: Ship activation and deactivation is accomplished on-schedule and within budget in accordance with SOW C. 3.2, C.3.4.			Acceptable Quality Level (AQL): Ship Manager will meet standard when all activations and deactivations are executed in accordance with Ship Manager initial plans and modified plans as necessary to support unique mission requirements.																	
Reviewing Official: COTR, SMS		Method of Inspection: COTR review and assessment of the Activation and Deactivation Plans (as submitted under contract CDRL AXXX) against actual execution. On board monitoring and inspection using, for example, SITREPs, Quick Look Reports, Sea Trial Reports, After-Action Reports, Financial Reports, etc.																		
Frequency of Inspection: As required upon activation notification																				
Statement of Work Reference: C.3.2, C.3.4			Other Applicable References: CDRL AXXX (Ship Manager Activation and Deactivation Plans)																	
<table border="0"> <tr> <td>Rating:</td> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td rowspan="3">Criticality: HIGH</td> </tr> <tr> <td></td> <td>Unsat</td> <td>Below</td> <td>Meets</td> <td>Exceeds</td> </tr> <tr> <td></td> <td></td> <td>Standard</td> <td>Standard</td> <td>Standard</td> </tr> </table>					Rating:	0	1	2	3	Criticality: HIGH		Unsat	Below	Meets	Exceeds			Standard	Standard	Standard
Rating:	0	1	2	3	Criticality: HIGH															
	Unsat	Below	Meets	Exceeds																
		Standard	Standard	Standard																
Rationale/Comments (no comment required for "Meets Standard"): 1.																				

Performance Element 2-2: Quality of Ship Operations				
Objective: Ship Manager is effectively and efficiently meeting vessel readiness requirements to sustain 180-day continuous operations.				
Standard: Efficient and effective execution of the Business Plan in accordance with C.2.6. and Operations Plan in accordance with C3.3.		Acceptable Quality Level (AQL): <ul style="list-style-type: none"> No overrun of total M&R budget for government fiscal year. No incidences where repair item execution impacts scheduled readiness. All work is completed in a satisfactory manner. No more than one incident in each 90-day operational period where Ship Manager fails to meet reporting requirements required by the SOW. No more than one incident where vessel fails to comply with sailing orders due to unjustified cause and/or negligence in maintenance of critical components		
Reviewing Official: COTR, 611, 613, SMS, SOMO	Method of Inspection: COTR review of RMS, daily reports, casualty reporting, customer feedback			
Frequency of Inspection: Monthly or more frequently if warranted				
Statement of Work Reference: C.2.6, C.3.3	Other Applicable References: CDRL AXXX (Ship Manager Ops Plan) RMS; MSC Standard Operating Manual; MARAD Operating Manual; Applicable Regulatory Rules, Regulations and MOUs Vessel Operations Plan			
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Element 2-3: Logistics				
Objective: Manage, maintain and account for ship materials and resources to ensure adequate parts inventories are available to responsively maintain and repair the vessels.				
Standard: Efficient and effective execution of requirements under SOW C.3.1.		Acceptable Quality Level (AQL): <ul style="list-style-type: none"> • Maintain spare parts inventory accuracy at 95% or greater at all times • Process receipts in accordance with the MARAD Logistics Management Manual • Accurately mark, record, and stow repair parts within 5 days of receipt • Accurately preserve and maintain the vessel's configuration record • Conduct required inventories of Accountable Property • Post Spare parts pricing information • Identify and replenish spare parts • No Deficiency (Exception) Reports for failure to follow MARAD Logistics Management Manual 		
Reviewing Official: LMO, COTR, Property Manager		Method of Inspection: Review of PC-SAL updates Random Inspections		
Frequency of Inspection: <ul style="list-style-type: none"> • Monthly review of PC-SAL Back-up data • Random 				
Statement of Work Reference: SOW C.3.1		Other Applicable References: PC-SAL MARAD Logistics Management Manual MLSS FAR 45.5 CDRLs AXXX, AXXXX, etc.		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Goal 3: Adhere to Sound Safety, Security and Environmental Standards and Practices with No Adverse Impact on Personnel, Environment and Property

Performance Element 3-1: ISM Certifications				
Objective: Manage and maintain ISM certifications and implement and promote a safety program that minimizes personal injury and loss of property.				
Standard: Efficient and effective execution of requirements under SOW C.4.1 and C.4.2		Acceptable Quality Levels (AQLs): <ul style="list-style-type: none"> • No unjustified loss of ISM certification at any time • No more than two specific deficiencies recorded in executing the ISM Safety Plan during a 6-month period • No more than one deficiency recorded in executing the Vessel Safety Plan during a 6-month period • No more than one deficiency notification in work permits during a 3-month period • No lost man-days due to safety in a 6-month period 		
Reviewing Official: 611, COTR		Method of Inspection: Random safety drills Third-party audits Visual inspections by COTR		
Frequency of Inspection: <ul style="list-style-type: none"> • As necessary at the discretion of COTR • Six month formal reviews 				
Statement of Work Reference: SOW C.4.1, C.4.2		Other Applicable References: ISM Safety Plan, Vessel Safety Plan, MARAD Safety Manual, applicable regulations CDRLs AXXX, AXXXX, etc.		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Element 3-2: Environmental				
Objective: Zero tolerance for pollution incidences and maintain security and control over all on-board hazardous materials.				
Standard: Efficient and effective execution of requirements under SOW C.4.2		Acceptable Quality Levels (AQLs): <ul style="list-style-type: none"> • No more than one pollution or HAZMAT incident during the contract performance period • No more than one violation notification during the contract performance period • No third party notifications during the contract performance period 		
Reviewing Official: COTR, 613, Region QIs		Method of Inspection: COTR on-board inspection Review of relevant logs and records		
Frequency of Inspection: <ul style="list-style-type: none"> • Continuous monitoring and inspection 				
Statement of Work Reference: SOW C. 4.2		Other Applicable References: CFRs, OSHA, EPA laws and regulations, applicable State and Local regulations, SOPEP, VRP, bunkering procedures, MSDS Sheets CDRLs AXXX, AXXXX, etc.		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"):				
1.				

Performance Element 3-3: Vessel Security and Safety				
Objective: Provide resources, programs and procedures to ensure routine security and safety on all vessels.				
Standard: Efficient and effective execution of requirements under SOW C.4.3, C.4.1.12, C4.1.13		Acceptable Quality Levels (AQLs): <ul style="list-style-type: none"> • No more than two (2) specific deficiencies/non-compliances with the Vessel/Layberth Security Risk Assessment Plan • No more than two (2) specific deficiencies/non-compliances with the SM Vessel Security Plan • No deficiencies/non-compliances in Ship Manager execution of Vessel Security Drills in compliance to Vessel Security Plan • No more than one (1) violation notification and no 3rd party notification on an annual basis. • No more than one (1) specific deficiency/non-compliance with the Severe Weather Plan in a 6-month period • No more than one (1) specific deficiency/non-compliance with the Mooring Plan in a 6-month period 		
Reviewing Official: COTR, 612, 613		Method of Inspection: COTR inspection and monitoring Review of relevant logs and records		
Frequency of Inspection: <ul style="list-style-type: none"> • Continuous monitoring and inspection 				
Statement of Work Reference: SOW C. 4.3, C.4.1.12, C4.1.13		Other Applicable References: Maritime Security Act, 2002; ISPS; USCG and DoD Regulations Vessel's Mooring Plan CDRLs AXXX, AXXXX, etc.		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"): 1.				

3 Performance Goal 4: Adequately Crew Vessels with Qualified Marine Personnel

Performance Element 4-1: Contract Manning Levels and Quality				
Objective: Provide for safe, efficient and economical operation of the vessel by employing qualified marine personnel.				
Standard: Efficient and effective execution of requirements under SOW C.5.2 – 5.4		Acceptable Quality Levels (AQLs): <ul style="list-style-type: none"> • No more than two man-days of unjustified, unfilled ROS crewing billets in a 30-day period • No more than one (1) man day of unjustified, unfilled FOS crewing billets in a 30-day period • No less than one (10) % turnover of Crew on an annual basis • 100% of Crew has current USCG Mariner Documentation/STCW Certifications at activation and on a monthly basis 		
Reviewing Official: COTR		Method of Inspection: COTR random checks of crew lists and credentials		
Frequency of Inspection: <ul style="list-style-type: none"> • Quarterly reviews and at activations 				
Statement of Work Reference: SOW C.5.2 – 5.4		Other Applicable References: CFRs, STCW, IMO CDRLs AXXX, AXXXX, etc.		
Rating:		0 Unsat	1 Below Standard	2 Meets Standard
				3 Exceeds Standard
Criticality: HIGH				
Rationale/Comments (no comment required for “Meets Standard”): 1.				

4 Performance Goal 5: Compliance with Government and Company Business Policies, Procedures and Practices

Performance Element 5-1: Quality Assurance				
Objective: Deferred for 380 guidance				
Standard:			Acceptable Quality Level (AQL):	
Reviewing Official:		Method of Inspection:		
Frequency of Inspection:				
Statement of Work Reference:		Other Applicable References:		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
Criticality: HIGH				
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Element 5-2: Acquisition Procedures					
Objective: Deferred for 380 guidance					
Standard:				Acceptable Quality Level (AQL):	
Reviewing Official:		Method of Inspection:			
Frequency of Inspection:					
Statement of Work Reference:		Other Applicable References:			
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard	Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"):					
1.					

Performance Element 5-3: Reporting/Customer Service				
Objective: Responsiveness to MARAD requests for data/information, and updated of the MARAD IT System				
Standard: Efficient and effective execution of requirements under SOW C.6.4		Acceptable Quality Levels (AQLs): <ul style="list-style-type: none"> No more than three (3) Deficiency Notifications in responding to MARAD requests for data/information during a 6-month period. No more than three (3) Deficiency Notifications in responding to MARAD IT data updating requirements. 		
Reviewing Official: COTR, ACO		Method of Inspection: COTR/ACO review of RMS, logs and received reports		
Frequency of Inspection: <ul style="list-style-type: none"> Quarterly reviews 				
Statement of Work Reference: SOW C.6.4		Other Applicable References: - NONE -		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: MODERATE
Rationale/Comments (no comment required for "Meets Standard"): 1.				

Performance Element 5-4: Deliverables						
Objective: Timely Submittal of Deliverables, Critical Reports and Notifications						
Standard: Efficient and effective submission of deliverables as listed under Attachment J-4. Efficient and effective delivery of critical reports and notifications as directed throughout the SOW.			Acceptable Quality Levels (AQLs): <ul style="list-style-type: none"> No more than three (3) Deficiency Notifications in submitting required deliverables (Attachment J-4) during a 6-month period No more than one (1) Deficiency Notifications in submitting required critical reports and notifications as required by the SOW during a 6-month period 			
Reviewing Official: All applicable recipients of deliverables and critical reports and notifications		Method of Inspection: Review of deliverables, critical reports and notifications; RMS; and logs.				
Frequency of Inspection: <ul style="list-style-type: none"> Quarterly reviews 						
Statement of Work Reference: TE-3 and SOW (various)		Other Applicable References: - NONE -				
Rating:		0	1	2	3	Criticality: HIGH
		Unsat	Below Standard	Meets Standard	Exceeds Standard	
Rationale/Comments (no comment required for "Meets Standard"):						
1.						

5 Performance Goal 6: Effective Management and Control of Costs

Performance Element 6-1: Effective Management and Control of Costs				
Objective: Ship Manager effectively manages and controls costs by implementing business processes and practices that accurately estimate, track, reconcile and close-out actions.				
Standard: Efficient and effective submission of deliverables as listed under SOW Contract 7.0.		Acceptable Quality Levels (AQLs): <ul style="list-style-type: none"> • Ship Manager does not exceed total authorized budget by more than 1% on a fiscal year basis. • No more than one (1) deficiency report (DR) in providing financial status of task orders on a weekly basis. • 90% of issued task orders are closed out within 6 months of FY funded • 90% of invoices submitted within timeframe specified • Not more than 5% of invoices are returned for errors and mistakes 		
Reviewing Official: COTR, ACO and FCO		Method of Inspection: Review of RMS, audits and other financial documents		
Frequency of Inspection: <ul style="list-style-type: none"> • Weekly 				
Statement of Work Reference: C.7.0		Other Applicable References: Ship Manager contract as applicable 52.215-2 "Audit and Records -- Negotiation" and FAR Subpart 4.7		
Rating:	0 Unsat	1 Below Standard	2 Meets Standard	3 Exceeds Standard
				Criticality: HIGH
Rationale/Comments (no comment required for "Meets Standard"): 1.				